

# The Right Care

At The Right Place, At The Right Time

## Don't know where to go?

Follow this guide to get the care you need.



### DOCTOR'S OFFICE

Go to your primary care provider (PCP) for routine care and when you're feeling sick.

- Checkups and vaccinations
- Treatment of chronic illnesses, like asthma and diabetes
- Prescription refills
- Health screenings, like blood pressure checks and blood work
- Fever, flu, sore throat, cough
- Minor injuries, cuts or burns

Your PCP's name and phone number is on your Member ID card. If you don't know who your PCP is, log in to the Member Portal or call **210-227-2347**.



### URGENT CARE / WALK-IN CLINIC

Go to urgent care when your doctor's office is closed and you have an urgent medical issue.

- Cuts requiring stitches
- Flu, high fever, bad colds
- Sprains/muscle pulls
- Shortness of breath
- Diarrhea and vomiting
- Ear infection/eye injury
- Abdominal pain

If you need help deciding where to go to get non-emergency care, call the 24/7 Community First Nurse Advice Line at **1-800-434-2347** to speak with a registered nurse.



### EMERGENCY ROOM

Dial 911 or go to the nearest Emergency Room if your life is in immediate danger.

- Bleeding that will not stop
- Difficulty breathing
- Seizure
- Fainting
- Chest pain
- Serious accident

If you may have been poisoned, call the Poison Control Center at **1-800-222-1222**. They may suggest you go to the ER.